

Water and Sewer Bill Payment Options

Make checks payable to: **Frederick County DUSWM**

The Division of Utilities and Solid Waste Management (DUSWM) offers several options to remit payment of your water and sewer bill. These are:

- [In Person](#)
- [By Mail](#)
- [Recurring Electronic Fund Transfer \(REFT\)](#)
- Credit Card or E-Check Payment by Phone through the [DUSWM Billing Office](#)
- Credit Card or E-Check Payment Online through the [DUSWM Website](#)
 - **CCS PAY** – One-time online payment
 - **CCS PRESENT** – Enroll to view bills and make online payments
- Online Payment through Your [Personal Banking Bill Payment Service](#)

In Person

The DUSWM offers two convenient locations to make water and sewer bill payments in person during regular business hours from 8:00 am – 4:00 pm, Monday through Friday:

Division of Utilities & Solid Waste Management (DUSWM) Building
4520 Metropolitan Court
Frederick, MD 21704
(For directions, click [here](#).)

Frederick County Treasurer's Office
30 North Market Street
Frederick, MD 21701

After 4:00 pm on weekdays, on weekends or on holidays, our "Payment Drop Box" is available to accept payments at the DUSWM Building. **DO NOT PUT CASH IN THE PAYMENT BOX.**

- [DUSWM Building](#) – address listed above. The payment box is located outside the DUSWM building on the left beside the "drive-thru" window. Payments dropped off here will be posted to your account on the morning of the next business day.

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By Mail

Our local mailing address is: Division of Utilities and Solid Waste Management <or> DUSWM
4520 Metropolitan Court
Frederick, MD 21704

Payments may be mailed to our lockbox located in Washington, DC using the bill payment stub located on the bottom of your bill, in the envelope provided with your bill, up to 45 days from the original bill date. **DO NOT MAIL CASH.** The lockbox will reject payments received after the 45 day mark.

Payment with secured funds (cashier's check or money order) is required on outstanding balances 45 days or longer from the original bill date and must be mailed to the DUSWM, 4520 Metropolitan Court, Frederick, MD 21704. Payment by personal check or online bank check will not be accepted by the DUSWM after 45 days from the original bill date and will be returned to sender.

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Recurring Electronic Fund Transfer (REFT)

The DUSWM offers an alternative payment program that allows you to pay your bill automatically by having the payment electronically deducted from your personal checking or personal savings account.

By enrolling in this program, you:

- Save time by not writing a check for each bill
- Save money: no postage fees, no late payment fees and no disconnection fees
- No longer worry about paying your bill while you are busy at home or out of town on business or vacation
- Get the peace of mind of knowing your payments will ALWAYS be on time

The DUSWM will continue to send you the quarterly bill statement by mail each billing period before your bill is due. You will know the exact amount of your payment and the exact date it will be deducted from your personal banking account.

To register in the REFT payment program with the DUSWM, complete the application and return it to the DUSWM.

Customers choosing to use REFT will have their direct debit arrangement confirmed on their water/sewer bill. When you receive your bill, look for a bill message that states the charges will be paid through direct debit. If the bill/bill stub does not reflect this message, the charges must be paid manually for that specific bill period.

For more information on the REFT rules and regulations and to obtain a copy of the REFT application, click on [RECURRING ELECTRONIC FUND TRANSFER](#).

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Credit Card or E-Check Payment by Phone through the DUSWM Billing Office

The DUSWM Billing Office is able to accept credit card or e-check payments by phone during regular business hours from 8:00 am – 4:00 pm, Monday through Friday. Credit cards accepted are: VISA, MasterCard and Discover. **There is a \$2.00 convenience fee charged for each payment transaction.**

To remit payment with a credit card or e-check by phone, **call the DUSWM Billing Office at 301-600-2935.**

Please have the following information available when you call:

- DUSWM Account Number or Billing Service Address
- For credit card payments - complete credit card information:
 - Card type & number
 - Expiration date
 - Cardholder's full name & complete address
 - Security code (from back of credit card)
- For e-check payments:
 - Bank routing number
 - Account number

Payments will be posted to your DUSWM account within 1-3 business days from the time the credit card or e-check transaction is completed.

E-check payments cannot be processed when an account is 45 days or more past due because secured funds (cash, cashier's check or money order) are required. Credit card payments will be accepted.

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Credit Card or E-Check Payment Online through the DUSWM Website

The DUSWM is pleased to announce two (2) ways to make viewing and paying your county water/sewer bills more convenient.

CCS Pay:

[\[https://billq.cashcyclesolutions.com/EBPP/PayDirect.aspx?BillerName=FREDERICKCOUNTY\]](https://billq.cashcyclesolutions.com/EBPP/PayDirect.aspx?BillerName=FREDERICKCOUNTY)

Click on the link to remit a payment through the CCS Pay website.

- This website allows you to make a one-time online payment for a **\$2.00 convenience fee for each payment transaction** by using a checking account, savings account or credit card (VISA, MasterCard or Discover).
- This website does NOT allow you to view any account information and it will not store your payment information for future use.
- You do not need to set up a user account for this website.
- The PIN # needed for the transaction can be found on the upper right hand corner of your bill under your account number.

Payments will be posted to your DUSWM account within 1-3 business days from the time the credit card or e-check transaction is completed.

E-check payments cannot be processed when an account is 45 days or more past due because secured funds (cash, cashier's check or money order) are required. Credit card payments will be accepted.

If your service has been terminated, service will **NOT** be restored until the DUSWM has received the payment, which may take 1-3 business days.

CCS Present:

[\[https://billq.cashcyclesolutions.com/EBPP/Login.aspx?BillerName=FREDERICKCOUNTY\]](https://billq.cashcyclesolutions.com/EBPP/Login.aspx?BillerName=FREDERICKCOUNTY)

Click on the link to remit a payment through the CCS Present website.

- This website requires you to enroll by creating a User ID and password.
- You may view your bill, payment history, account information and usage history from the date enrolled forward.
- You can make payments for a **\$2.00 convenience fee for each payment transaction** by using a checking account, savings account or credit card (VISA, MasterCard or Discover).
- This website allows you to make immediate payments as well as schedule future payments.
- If you have multiple water/sewer accounts with us, you can access all accounts using one User ID and password.

- If you provide an e-mail address, the website will notify you when:
 - you activate an account
 - a new bill is available
 - a payment is pending
 - your account has been deactivated
 - your password has been reset
 - your information has been updated
- Setting up an account will NOT eliminate bills from being mailed to the billing address on file.
- Bill images online will be duplicates of the bills mailed to you, so you can view the usage history graph as well as the important messages that are printed on bills.
- Secure website allows the opportunity to store credit card or bank account information for ease of use on future visits.

Payments will be posted to your DUSWM account within 1-3 business days from the time the credit card or e-check transaction is completed.

E-check payments cannot be processed when an account is 45 days or more past due because secured funds (cash, cashier's check or money order) are required. Credit card payments will be accepted.

If your service has been terminated, service will **NOT** be restored until the DUSWM has received the payment, which may take 1-3 business days.

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Online Payment through Your Personal Banking Bill Payment Service

The DUSWM is pleased to announce that we are now set up to receive Electronic Funds Transfers (EFTs) from all major online personal banking bill payment services. In the past, when you made a payment through your personal banking bill payment service, your bank mailed the DUSWM a paper check. These payments will now be converted to an electronic (ACH) payment.

To ensure your bank is able to make an EFT to us, please update your personal banking bill payment information to make sure all of the following conditions are met:

- 1) The payee must be **Frederick County DUSWM**
- 2) The mailing address must be **4520 Metropolitan Court, Frederick, MD 21704**
- 3) The entire account number must be entered (example: **72-999-xxx-xxx**)

Please be aware that failure to meet ANY of the above three (3) requirements may cause your online bill payment service to issue a paper check to us, which may delay receipt and posting of your payment.

Payment with secured funds (cashier's check or money order) is required on outstanding balances 45 days or longer from the original bill date and must be mailed to the DUSWM, 4520 Metropolitan Court, Frederick, MD 21704. Payment by online bank check will not be accepted by the DUSWM after 45 days from the original bill date and will be returned to sender.

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